

CSP - FAQ



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Data protection and privacy

You must agree to the terms of use when creating an account.

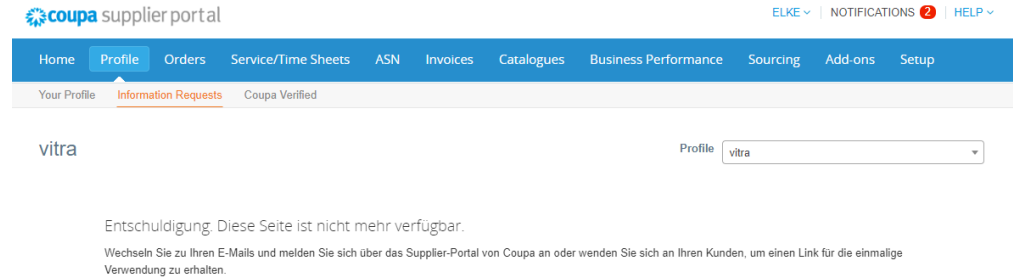
Our position on data protection is as follows:

- *After a thorough examination of data protection regulations, Vitra has decided to collaborate with the service provider COUPA.*
- *Coupa hosts its data in the cloud on servers located in Europe and the USA.*
- *Only common and non-sensitive information will be requested from you (the suppliers and service providers to be connected). The stored data does not include highly sensitive information. For example, bank details are typically found on letterheads and delivery notes.*
- *Confirming Coupa's terms and conditions is similar to registering with Amazon, PayPal, WhatsApp, or other online service providers, which is common practice in today's business environment.*
- *If these explanations are not sufficient for individual suppliers, they are welcome to provide specific concerns or objections, which we will forward to our data protection officer for further consideration. We also offer suppliers the opportunity for their data protection officer to directly contact our data protection officer, allowing the specialists to communicate directly.*

Error message

If you want to fill out our supplier information form, but it looks like this, we haven't send you the form yet.

Contact your strategic purchaser or supplier.management@vitra.com to receive the „supplier information form“.



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and the text "supplier portal". On the right side of the navigation bar, there are links for "ELKE", "NOTIFICATIONS" (with a red notification icon), and "HELP". Below the navigation bar, there is a sub-navigation bar with tabs for "Home", "Profile", "Orders", "Service/Time Sheets", "ASN", "Invoices", "Catalogues", "Business Performance", "Sourcing", "Add-ons", and "Setup". The "Profile" tab is currently selected. Below the sub-navigation bar, there is a breadcrumb trail: "Your Profile" > "Information Requests" > "Coupa Verified". The main content area displays the name "vitra" and a "Profile" dropdown menu with "vitra" selected. Below this, there is an error message in German: "Entschuldigung. Diese Seite ist nicht mehr verfügbar." followed by instructions: "Wechseln Sie zu Ihren E-Mails und melden Sie sich über das Supplier-Portal von Coupa an oder wenden Sie sich an Ihren Kunden, um einen Link für die einmalige Verwendung zu erhalten."

Double order receipt

If you are receiving two order mails, your e-mail is registered as user as well as, as PO-Mail address.

Click on your name, then on "notification preferences". There you can deactivate the notification „New PO received“. Then you will receive each PO only once.

The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', and 'Setup'. The user profile dropdown menu is open, showing 'XENIA', 'NOTIFICATIONS 3', and 'HELP'. The 'Notification Preferences' option is highlighted with a red box. Below the navigation bar, the 'My Account' section is visible, with 'Notification Preferences' selected in the left sidebar. The main content area shows the 'Notification Preferences' page, which includes a section for 'Account Access' with a table of notification settings. The 'New PO received' row is highlighted with a red box. Below this, the 'Orders' section is visible, showing a table of notification settings for various order events. The 'New PO received' row is also highlighted with a red box.

Account Access	Online	Email	SMS
Request to Join	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Merge Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Orders	Online	Email	SMS
An order is cancelled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New PO received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New comment received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Standard Mailings

If you are receiving standard mailings like seen on the right, you can unsubscribe from them by clicking «Unsubscribe» at the bottom of the mail.

All mailings, where you can unsubscribe at the bottom, are not directly from Vitra, but sent from Coupa. Therefore they are not important for working with Vitra.

